

7 FEB 1996

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1. CASE NUMBER 951214CCC1255 <i>H95B0056</i>			2. INVESTIGATOR'S ID 3359			3. OFFICE CODE 800			EPIDEMIOLOGIC INVESTIGATION REPORT		
4. INCIDENT DATE YR MO DAY 95 11 06			5. DATE IDI INITIATED YR MO DAY 95 12 15								
6. SYNOPSIS OF INCIDENT OR COMPLAINT A toaster oven started smoking and burst into flames while the consumer was ^{toasting} cooking two slices of bread. The flames self-extinguished and there were no injuries, deaths, or fire/smoke damage to the residence. The consumer returned the toaster oven to the retailer.											
7. LOCATION Home 10				8. CITY New Britain				9. STATE CT			
10A. FIRST PRODUCT Toaster Oven				11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Black & Decker - Unknown Model Number 6 Armstrong Rd Shelton, CT 06484							
10B. SECOND PRODUCT None <i>Electrical 4061</i> <i>Outlet & Recept. 0000</i>				11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS NONE							
12. AGE OF VICTIM 999		13. SEX no injury 9			14. DISPOSITION no injury 0			15. INJURY DIAGNOSIS no injury 70			
16. BODY PART No injury 00		17. RESPONDENT(S) Complainant 1			18. INVESTIGATION TYPE Telephone 2			19. TIME SPENT 4.0			
20. ATTACHMENTS No Attachments 0		21. CASE SOURCE Hotline 07			22. REVIEWED BY 8342			YR MO DAY 96 01 23			
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME <input type="checkbox"/> CPSC MAY NOT DISCLOSE MY NAME <input checked="" type="checkbox"/>											
24. NARRATIVE (See Instructions on Page 2)						25. REGIONAL DIRECTOR REVIEW <i>[Signature]</i> 1/30/96					

MFR/SRVICR NOTICE
No Comments attached
Excisions/Revisions
Firm has not requested
further notice

(USE ADDITIONAL SHEETS IF NECESSARY)

PRE-INCIDENT:

The complainant is a 48 year-old female. She stated that during the period October, 1994 (the exact date of purchase could not be confirmed by the complainant) through November, 5 1995 there were no problems with the toaster oven. At the time of the incident the complainant was toasting two pieces of unbuttered bread in the toaster oven. There were no injuries or deaths associated with this incident.

The complainant stated that the toaster oven was purchased in November, 1994 from a local retail store. The toaster oven was used daily after its purchase without incident until November 6, 1995; the date of the incident. Just prior to the incident, the complainant placed two pieces of unbuttered toast into the toaster oven and pushed down the "toast lever".

INCIDENT:

After approximately 2 minutes the complainant noticed smoke and flames escaping from between the front glass section and the top of the toaster oven. The flames were approximately "several inches" above the top of the toaster oven. The complainant stated that the toaster usually automatically cuts off or "pops" after 1 minute. In this incident the toast lever did NOT move to the off position.

POST INCIDENT:

The complainant moved immediately after noticing the flames and unplugged the toaster oven. Several minutes after unplugging the unit the flames self-extinguished. The complainant plugged the unit back in several hours after the incident but the unit did not respond; it was damaged in the fire. There were no articles on the top surface of the toaster oven prior to the incident.

The complainant stated that the toaster oven was used on a daily basis and on occasion it was used several times daily. She added that the unit was cleaned regularly and that the unit was "clean" prior to the incident. The complainant returned the product to the retail store where it was purchased, several days after the incident. The clerk at the store was unsympathetic about the incident and did not offer the complainant a refund or an exchange. The complainant purchased a similar model (same brand name) toaster oven at a different retailer in December, 1995 and has had no problems with the new toaster oven. The complainant checked the current toaster oven for a model number but could not locate a specific model number on the new unit.

PRODUCT IDENTIFICATION:

NOTE: The product was not available for collection; it was returned to the place of purchase.

From the information received from the complainant the product was a toaster oven, imported by:

Black & Decker
6 Armstrong Rd.
Shelton, CT 06484

The toaster oven had a broil and a defrost feature. The complainant purchased the product for \$39.99 at:

Caldor
Farmington Ave.
New Britain, CT

Bill Kennedy

pl/lu 12/13

ACCIDENT INVESTIGATION REQUEST FORM

Got Bedm
Jm
RSC

Document Number H95 B008640

Date of Incident 11/14/95 Category I.D. 51
SECT 1994

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact Jeanne Siebert

Assignment Message Please determine details
and collect sample. Please ask:

1) Where were the flames escaping from
exactly?

2) What was the condition of the crumb
tray (dirty or clean? How dirty)?

3) How often was the toaster oven used?

4) How often is the toaster oven cleaned?

5) How much bread was being toasted?

Was it buttered?

6) Was there anything on top of the toaster oven?

Person(s) to Contact Consumer

Guideline

Requested By

Jeanne Siebert

Task Number

951214CCC1255

Assigned to

N Y C O

Date

12/14/95

10-41
CONSUMER PRODUCT INCIDENT REPORT

NOV 13 1995

Region: EASTERN

15
NAME OF RESPONDENT

2. PHONE NO. (HOME) (WORK)
none

STREET ADDRESS

4. CITY STATE ZIP CODE
New Britain CT 06051

DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES

bread was toasting in toaster oven for 2 minutes on light setting (toast button didn't automatically pop up to shut off toaster) when mother saw smoke and flames (height unknown) coming from the front of oven. Consumer unplugged oven, removed burnt toast and flames self-extinguished within a couple of minutes. No one was injured. Toaster oven is UL listed.

-cont-

DATE OF INCIDENTS 1/6/95	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
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DESCRIPTION OF PRODUCT electric toaster oven	10. BRAND NAME Black & Decker
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11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker unknown unknown 00-231-9786 unknown unknown unknown	12. MODEL, SERIAL NUMBERS unknown 13. DEALER'S NAME, ADDRESS & PHONE Caldor Farmington Ave. New Britain, CT 00000 unknown
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14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: inner & outer (top) of oven are burned	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED '94 AGE 1 year	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown
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17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES x NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION 11/95 may return to mfr. for refund	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
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FOR ADMINISTRATION USE

20. DATE RECEIVED 11/09/95	21. RECEIVED BY (NAME & OFFICE) ldm/HL	22. DOCUMENT NO. H95B0086A
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23. FOLLOW-UP ACTION 95/214 CCL/255	24. PRODUCT CODE(S) 0216
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25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE CTW 11/9/1995
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95124CCC/258

CONSUMER PRODUCT INCIDENT REPORT

H95B0086A

Narrative Continued

11/8/95 Consumer took oven to dealer, reported incident to dealer's store manager (name unknown), who referred consumer to manufacturer for repair or replacement. 11/95 Consumer plans to report incident to manufacturer and request a refund.

Distributor phone #: unknown

CPSC Source: TV